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Duke, Daphne

From: Tyler, Terrance M [Terrance.Tyler@chartercom.com]
Sent: Thursday, October 28, 2010 1:14 PM
To: CLECreport
Cc: tallen@regstaff.sc.gov; Tyler, Terrance M
Subject: Service Quality Rpt 3QT
Attachments: CF SC-CCO CLEC Service Quality Quarterly Rpt 3stQ 2010 NP.doc; CF SC-CCO CLEC Service Quality Quarterly Rpt 3Q10.doc

As required by R. 103-614,618,619,661 and 663 attached is the Non-Proprietary and Confidential versions of the 3rd quarter 2010 reports for Charter Fiberlink SC-CCO, LLC. If you have any questions regarding this report please contact me directly at the number listed below.

Thanks

Terry Tyler
314-543-2437

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SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME

Charter Fiberlink SC-CCO, LLC

QUARTER / YEAR

3Quarter / 2010

Month:

April

May

June

Number of Customer Access Lines

Trouble Reports / Access Line (%)

_____%

_____%

_____%

Customer Out of Service Clearing Times (%)

_____%

_____%

_____%

New Installs Completed w/in 5 Days (%)

_____%

_____%

_____%

Commitments Fulfilled (%)

_____%

_____%

_____%

Comments / Explanations: _____

Person Making Report / Contact Information: Betty J. Sanders, Director Regulatory Affairs, email: CFL.Regulatory@chartercom.com, ph: 314-288-3259, fax: 314-288-3555